SIEMENS

MammoReport^{Plus}

SP

System Manual

Troubleshooting Guide

System troubleshooting

© Siemens AG 2005
The reproduction, transmission or use of this document or its contents is not permitted without express written authority. Offenders will be liable for damages. All rights, including rights created by patent grant or registration of a utility model or design, are reserved.

Register 5
Print No.: SPB7-420.840.20.01.02

English
Doc. Gen. Date: 01.05

Chapter	Page	Revision
All	All	01

Document revision level

The document corresponds to the version/revision level effective at the time of system delivery. Revisions to hardcopy documentation are not automatically distributed.

Please contact your local Siemens office to order current revision levels.

Disclaimer

The installation and service of equipment described herein is to be performed by qualified personnel who are employed by Siemens or one of its affiliates or who are otherwise authorized by Siemens or one of its affiliates to provide such services.

Assemblers and other persons who are not employed by or otherwise directly affiliated with or authorized by Siemens or one of its affiliates are directed to contact one of the local offices of Siemens or one of its affiliates before attempting installation or service procedures.

Copyright notice

The DICOM functionalities in the MammoReportPlus system are based on the libraries from Merge Technologies Inc.

Windows XP Professional is a trademark of Microsoft Corporation.
Celsius R610, SIMOMED SMM 21201P and syngo are trademarks of Siemens AG.

Softcopy reading software by MeVis BreastCare,
copyright © 2001 - 2005 by MeVis BreastCare.

Page

1 General information 1-1

Purpose of document . . . 1-1
Target group . . . 1-1
Training of customer support engineers . . . 1-1
Required documents . . . 1-1
Required tools, measurement and auxiliary devices . . . 1-1
Safety information and protective measures . . . 1-2
Writing conventions . . . 1-2
Text emphasis . . . 1-2
Acronyms and abbreviations . . . 1-3

2 File and folder locations 2-1

Executable files . . . 2-1
Users and Passwords for SCR System . . . 2-2
Users and Passwords for OS System . . . 2-3
Logging files . . . 2-3
Application logging files . . . 2-3
Dynamic link libraries . . . 2-4
Image folders . . . 2-4
Database instructions . . . 2-5

3 Troubleshooting tables 3-1

MammoBrowser . . . 3-1
No or incorrect Report Printout . . . 3-1
Report file is incomplete . . . 3-1
Double reading does not take place . . . 3-1
Reviewing module . . . 3-2
Image(s) are not displayed . . . 3-2
Image(s) are displayed incompletely . . . 3-2
Warning Message appears . . . 3-2
Image(s) are incorrectly displayed . . . 3-3
Automatic Hanging of Images . . . 3-3
Displaying CC or MLO fails . . . 3-3
Image(s) are incorrectly assigned within a case . . . 3-3
Microcalcifications are not visible . . . 3-3
Report file is not printed or incorrectly printed . . . 3-4
DICOM data not or incorrectly printed on DICOM printer . . . 3-4
Message “Missing Images” does not disappear . . . 3-4
CAD data missing though existent . . . 3-4
Miscellaneous . . . 3-5
Diagnostics are not available . . . 3-5
Image transfer is slow . . . 3-5
License invalidity . . . 3-6
The computer does not boot from hard disk . . . 3-6
Blinking LED (3rd LED from right) . . . 3-7

Page

The computer does not start . . . 3-7
The MammoReportPlus software does not behave properly . . . 3-7
High resolution monitor . . . 3-8
Monitor displays no image . . . 3-8

4 _____ System messages _____ 4-1

Information messages . . . 4-1
DICOM Tab (SCR-Service) . . . 4-1
Error messages . . . 4-2
Startup messages . . . 4-3
Error messages using database tools . . . 4-4

5 _____ syngo mitigations _____ 5-1

6 _____ Changes to previous version _____ 6-1

Purpose of document

The purpose of MammoReportPlus Troubleshooting Guide is to provide instructions on how to troubleshoot and service the MammoReport^{Plus} product.

Target group

This manual is intended for customer support engineers.

Training of customer support engineers

The instructions in this guide involves procedures like network and printer settings, DICOM configuration and monitor calibration.

Due to the technology used in this equipment, service and maintenance is only allowed to be performed by a customer support engineer with proper training in these fields.

Required documents

- Field Service Strategy SPB7-420.890.02...
- Installation and Start-up Instructions SPB7-420.814.20...
- Operator Manual SPB7-420.620.20...
- Quality Control Manual SPB7-420.621.20...
- Wiring Diagram SPB7-420.844.20...
- Planning Guide SPB7-420.891.20...

Required tools, measurement and auxiliary devices

Before any measurement or test equipment is used, it must first be subjected to a visual check. Damaged measurement or test equipment which can influence the accuracy of the test result may not be used.

NOTE	**All tools, measurement and auxiliary devices marked " * ", are listed along with their specifications in the STC (Service Tools Catalogue).**

Standard service equipment*

- Monitor calibration tools, including:
  - SMfit ACT Wi_SMM, with Spot meter
  - Quick Reference Guide
  - Instruction Manual
- Serial interface cable (0-modem cable #99 00 440))

Safety information and protective measures

The product specific safety information contained in this document, as well as the general safety information must be observed, see document Safety Information TD00-000.860.01...

Writing conventions

Text emphasis

⚠WARNING	**WARNING indicates a risk of danger that may lead to death or to serious physical injury.**
⚠CAUTION	**CAUTION used with the safety alert symbol indicates a risk of danger that leads to slight or moderate physical injury and/or damage to property.**
NOTICE	**NOTICE used without the safety alert symbol indicates a risk of danger that if disregarded leads or may lead to a potential situation which may result in an undesirable result or state other than death, physical injury or damage to property.**
NOTE	**NOTE contains information provided with special emphasis to facilitate proper use of the equipment or proper execution of a procedure, i.e. hints, tips.**

Acronyms and abbreviations

AE Title (AET)	DICOM Application Entity Title. Must be unique in a DICOM network.
AWS	Acquisition Workstation.
Conformance	Each manufacturer of a DICOM device has to provide such a statement which gives an overview of the products DICOM capability.
CSE	Customer Support Engineer
DICOM	Digital Imaging and Communication in Medicine.
DHCP	Dynamic Host Configuration Protocol. Reduces the complexity of configuring computers for TCP/IP networks. The following TCP/IP configuration can be dynamically assigned by a DHCP server: IP Address, Subnet masks, gateway and additional parameters like domain name.
Dmax	The darkest area of an image that a device can reproduce and still have detail. A Dmax value of 4.0 would be considered perfect.
Dmin	Minimal optical density of DICOM Printer.
DNS	The Domain Name Service is used to resolve the TCP/IP address from a “user friendly host name”.
Hub	Distributor in a network using the star topology.
IM	Port address of image management to query/retrieve images on a MagicStore PACS
IP Address	32-bit address assigned to hosts using TCP/IP. An IP address belongs to one of four classes (A, B, C, D) and is written as 4 pairs separated with periods (decimal point format).
	The IP is part of the socket address. Here IP means Internet Protocol.
LDB	Local Database
MG	DICOM object Mammography.
Q/R	Query / Retrieve is a service class which provides the ability to retrieve/ transfer a well-identified set of images.
Port	Part of the socket address. Different DICOM services on the same host PC may use different port numbers.
Subnet mask	The subnet mask is used to extract network and sub network information from the IP address.
Router	A device that connects different networks. In a TCP/IP environment a router is used to connect computers that are located in different IP address ranges.
Service Class	A structured description of a service which is supported by cooperating DIOM Application Entities, e.g. Storage Service Class.
SCP	Service Class Provider, e.g. a Storage Service Class Provider provides the capability to receive DICOM images from a DICOM AET Storage SCU.
SCU	Service Class User, e.g. a DICOM Storage Service Class User can send an image to a DICOM Service Class Provider.
SMPTE	Society of Motion Picture and Television Engineers.
TCP	Transfer Control Protocol.
UI	User Interface.
USC	Uptime Service Center.

WINS	WINS provides a distributed database for registration and querying dynamic Net-BIOS names to IP addresses.

Executable files

In folder C:\MBCSCR the following modules/executables are to be found:

No.	Module Notation	Module name	Module Description
1	Check Database	CheckODBC.exe	Used to test if SCR software has access to the SCR Database. This is for service and production purposes only.
2	Database Waiter	DatabaseWaiter.exe	Blocks other processes until the database process has been completed during the SCR startup.
3	Database Interface	DBInterface.exe	The Database Interface for the SQL Database. All modules that access database tables do this via the Database Interface. The only exception is the Backup functionality
4	Flex LM Wrapper	FlexLMWrapper.exe	Workaround for resource leak in FlexLM.
5	Floating Info Window	FloatingInfoWindow-Backend.dll	Implementation of Floating Info Window.
6	Import After Restore	ImportAfterRestore.exe	Updates the Database entries after a Restore (via the Administration module) is made. It is necessary to update the availability of DICOM images in the restored database with the currently present data on the system.
7	Language Selector	LanguageSelector.exe	Used to define the language of the software (service tool).
8	License Server	Licenser.exe	Checks the availability and correctness of the license entered in the Administration module and the availability of a hardware dongle.
9	Reviewing	Lightbox.exe	Main module of the SCR system for reviewing medical images.
10	OS Settings	OSSettingsMBC.exe	Makes several settings for the OS, e.g. in the registry.
11	Preparer Frontend	PreparerFrontend.exe	Calculates and stores images prepared for Reviewing. It also applies special preprocessing to images and calculates enhancements.It also generates the work lists for reviewing images.
12	Print Preparer	PrintPreparer.exe	Prepares the images to be printed on a DICOM Printer via DICOM SCU
13	Read State Acceptor	ReadStateAcceptor.exe	Accepts read states and imports them into the database.
14	Read State Synchronizer	ReadStateSynchronizer.exe	Sends read states to be synchronized with other machines.

Tab. 1 Modules and functions

15	DICOM SCP	SCP.exe	The DICOM Service Class Provider. It is the "passive" part: it accepts DICOM images send from other DICOM entities and stores them on hard disk and enters information via Database Interface into the SQL Database.
16	Administration	Scheduler.exe	Used for all administrative purposes that are necessary, e.g. Licensing, User Preference Selection, User Management, DICOM Settings. This module has a graphical user interface.
17	Login Module	SCR_Login.exe	Used to login and logoff users and to select the other two graphical user interfaces of Administration and Reviewing. It has a background image.
18	DICOM SCU	SCU.exe	The DICOM Service Class User. It is the 'active" part: it sends DICOM images to other DICOM entities. Currently only to DICOM Printer.
19	Database Interface	SQL_Database.exe	The Database Interface for the SQL Database. All modules that access database tables do this via the Database Interface. The only exception is the Backup functionality.
20	Start Database	StartDatabase.exe	Sets the password into the database to enable the access to the encrypted database content. This module has to be started before the SCR software is able to access the SQL Database.
21	Installation	StartupProcedures.exe	Deletes files from Print Spool.
22	Watermark Controller	WatermarkController.exe	Controls the harddisk fill state.

Tab. 1 Modules and functions

Users and Passwords for SCR System

User name	Password	Rights
service	*Necessary passwords available via Siemens intranet*	DICOM Settings for Workstation and Printer (access to SCR Service via the Patient Browser)
application		User Setup and Backup (access to SCR Administration via the Patient Browser)

Tab. 2 System Passwords

Users and Passwords for OS System

User name	Password	Rights
administrator	*Necessary passwords available via Siemens intranet*	operating system
meduser		to run SCR system

Tab. 3 User Passwords

Logging files

Application logging files

Logging file	Location
CaseCompletion.log	C:\syngo\Log\MBCLog
Database.log	C:\syngo\Log\MBCLog
DBUpgrader.log	C:\syngo\Log\MBCLog
DICOM_SCP.log	C:\syngo\Log\MBCLog
dicommediator.log	C:\syngo\Log\MBCLog
Errors_LightBox.log	C:\syngo\Log\MBCLog
ImagePreparer.log	C:\syngo\Log\MBCLog
ImportAfterRestore.log	C:\syngo\Log\MBCLog
IPC_*.log	C:\syngo\Log\MBCLog
Licenser.log	C:\syngo\Log\MBCLog
LightBox.log	C:\syngo\Log\MBCLog
LightBox_*.log	C:\syngo\Log\MBCLog
PreparerFrontend.log	C:\syngo\Log\MBCLog
PrintPreparer.log	C:\syngo\Log\MBCLog
ReadStateSynchronizer.log	C:\syngo\Log\MBCLog
Scheduler.log	C:\syngo\Log\MBCLog
SchedulerMain.log	C:\syngo\Log\MBCLog
scheduler_error.log	C:\syngo\Log\MBCLog
scp_merge.log	C:\syngo\Log\MBCLog
scu_merge.log	C:\syngo\Log\MBCLog
SCU_Print.log	C:\syngo\Log\MBCLog
SCR_Login.log	C:\syngo\Log\MBCLog
watchdog.log	C:\syngo\Log\MBCLog
Watermark.log	C:\syngo\Log\MBCLog

Tab. 4 Application logging files

Dynamic link libraries

DLL	Function	Location
Barco20005.dll	Accessing the graphics board	C:\MBCSCR\Internals\Modules\

Tab. 5 DLL-files functions and locations

Image folders

In folder D:\SCRDATA the following folders are used for storing images.

Folder name	Function	Remark
DICOM	Holds DICOM images of reported cases.	Images will be deleted when the service user deletes corresponding patient.
Images	Holds prepared images of reported cases.	Images will be deleted when the service user deletes corresponding patient.
Miniatures	Holds thumbnails used in the MammoNavigator	Images will be deleted when the service user deletes corresponding patient.
PrintSpool	Used for DICOM print.	A file in this folder will automatically be deleted after printing.
DICOMIMPORT	Used to reconstruct data during restore process of database.	
DICOM_SR	Used for DICOM structured reports	Structured reports will be deleted when the service user deletes corresponding patient.
Exports		

Tab. 6 Image folders in D:\SCRDATA .

Database instructions

For maintenance of SQL database on MBC side (setting up new database and Backup/ Restore) following batch files are available in C:\MBCSCR\SQLScripts:

Batch file	Function	Remark
DropDatabase.bat	Clears old database	Password *BreastCare* must be entered
CreateDatabase.bat	Creates new database tables	
ImportEntitiesUserRi-ghts.bat	Inserts default users	
ImportDefaultPrinters.bat	Inserts default printers	
ImportDemoPatients.bat	Inserts demo patients	
Backup.bat	Makes a backup of current database (C:\faroer.dat will be overwritten!)	Password *BreastCare* must be entered
Restore.bat	Restores a backup stored in C:\faroer.dat	Password *BreastCare* must be entered
RestoreFromOld.bat	Like Restore.bat, creates also default user	
CreateDefaultUser.bat	Creates a default user	
ImportDrocPatients.bat	Inserts special service patients	
CheckDB.bat	Checks correctness of database	

Tab. 7 Batch files for database maintenance.

NOTE **These tools shall only be used as OS administrator.**

Logfiles generated during execution of batch files are stored in C:\MBCSCR\SQL-Scripts\Log.

This page intentionally left blank.

MammoBrowser

No or incorrect Report Printout

Possible cause	Solution
Report file not printed	Check if printer has a technical failure - Printer manufacturer service.
	Check printer driver (driver has to match type of printer).
	Check link between computer and printer. Possible malfunction of computer or printer.
	Check network.
Report file not available for the case	Check harddisk space

Report file is incomplete

Possible cause	Solution
Images in report are missing	Check hard disk space. Check rights of C:\MBCSCR\Reports directory, meduser shall have all rights.
Diagnostics data are not available	Check hard disk and SCSI driver.

Double reading does not take place

Possible cause	Solution
Case not marked for double reading	Check on tab Case Selection in MammoBrowser column "read 2x" - select the patient, right mouse click and select the option "read 2x".
Second reading session scheduled to an unavailable radiologist or first and second reading session are scheduled to the same radiologist.	Check on tab Sessions in MammoBrowser the assigned radiologist
	Currently the double reading flag can not be set by ACQ. It has to be set manually on MammoReport.

Reviewing module

Image(s) are not displayed

Possible cause	Solution
Images are not transferred	Check connection to and DICOM settings on ACQ (current images)
	Check connection to and DICOM settings on PACS (prior images)
	Check DICOM conformance statement of PACS (prior images)
Images are not processed	Check hard disk space and RAM
Images are not stored	Check hard disk space and RAM
Image resolutions are not stored	Possible ImagePreparer failure; check corresponding image file (subdirectory Images) sizes
	Check hard disk space and RAM
Images are not available	View images, e.g. via View Now. If message "Images are being prepared" appears, wait until images appear and message disappears. If message "Missing images" appears, resend images from DICOM entity.
Images are not loaded	Check hard disk space and RAM
	Check hardware (RAM, CPU, hard disk)
	Check graphics cards and drivers
Image is not visible	Check hardware (RAM, graphic boards)
	Linear, modality and VOI LUT are supported in Reviewing module. Use Window/Level to adjust LUT individually.

Image(s) are displayed incompletely

Possible cause	Solution
Incomplete image transfer	Check connection to and DICOM settings on MammoReport (current images).
	Check connection to and DICOM settings on PACS (prior images)
Incomplete image in memory	Check hardware (RAM, hard disk)
Incomplete image in display	Check hardware (graphics board, monitor)
	Possible graphic driver failure - check version.
Not all resolutions are stored	Delete Patient from Patient Browser and resend that Patient to MammoReport

Warning Message appears

Possible cause	Solution
Warning! Cannot load requested image	Reschedule that patient/use View Now or enter Unread/2nd Read Studies to enforce the check of prepared images.

Image(s) are incorrectly displayed

Possible cause	Solution
Incorrect image in display	Check hardware (RAM, hard disk) If desired, the erroneous image can be exported into a tiff file, and examined in other software. See section "Image folders" on Page 2 - 4.
Incorrect image in memory	Check hardware (RAM, hard disk)

Automatic Hanging of Images

Possible cause	Solution
Standard Images (MLO and CC)	For automatic hanging of standard images, DICOM MG service class is needed.
Other images	Advanced hanging has to be selected in User preferences.

Displaying CC or MLO fails

Possible cause	Solution
In DICOM MG images, tag "view code sequence" is missing	Check in image info the entry "View position".

Image(s) are incorrectly assigned within a case

Possible cause	Solution
Right/left images are interchanged	Check in image info the "laterality" tag. Check also the user preferences "On-Screen laterality positioning".
CC/MLO images are interchanged	Check in image info the "view position" tag and the default image info displayed on the image.Check also the user preferences for "Overview Hanging".
Standard and non-standard images are interchanged. Standard images are CC and MLO.	Check in image info the entry "View position".
Current/prior images are interchanged.	Check user preferences for "Overview Hanging" and compare study times displayed on the images and in image info.
	To display CC or MLO in the image, DICOM MG images are needed, tag 'view code sequence'. Check in image info entry 'View position'

Microcalcifications are not visible

Possible cause	Solution
Incorrect LUT	Check hardware (RAM, graphics board)
Only linear LUT is applied	Use Window/Level to adjust LUT values.

Report file is not printed or incorrectly printed

Possible cause	Solution
Report file not or incorrectly printed	Check printer driver.
Report file not printed	Check connection between computer and printer
	Check network
Report file not available for the case	Check hard disk space.
Images in report are missing	Check hard disk space. Check rights of C:\MBCSCR\Reports directory, meduser shall have all rights.
Diagnostics data are not available	Check hard disk

DICOM data not or incorrectly printed on DICOM printer

Possible cause	Solution
Driver failure	Check network and printer driver.
DICOM printer failure	Check DICOM printer hardware
Network failure	Check network

Message “Missing Images” does not disappear

Possible cause	Solution
The connection with PACS is interrupted/ broken.	Check the connection to the PACS. Make sure the PACS is running and working properly. Try again a View Now / Scheduling of the patient
Images are transferred only to the MammoReport, and not stored on PACS.	MammoReport is no image archive. If some images of a Patient are not available from the PACS. Make sure that all images are sent to a PACS in addition.
The MammoReport database contains more images than retrieved / send from the PACS or AWS	Retrieve / send all available images from the PACS or AWS

CAD data missing though existent

Possible cause	Solution
Data sent to syngo instead of SCR	Check AET and port on sending DICOM node

Miscellaneous

Diagnostics are not available

Possible cause	Solution
Case not reviewed, because it was not scheduled	Check on tab "Case selection" in MammoBrowser, that the case is scheduled (column #S) or use View Now or enter "Unread/2nd read studies".
Case not reviewed, because it was scheduled to a non-available radiologist	Check on tab "Sessions" in MammoBrowser: if the session containing that case is still in session list, it may be necessary to re-schedule the session to another radiologist or use View Now or enter "Unread/2nd read studies"
Diagnostics are not/incorrectly stored	Check hardware (hard disk)
	Check SCSI driver

Image transfer is slow

Possible cause	Solution
Under dimensioned network	Contact network administrator and make him aware of the problem.

License invalidity

Possible cause	Solution
Dongle failure	Check that the dongle is connected to the parallel port. The license is associated with the dongle-ID.
	Check the license if necessary. Follow the steps below to check the license: 1. Connect the dongle to the parallel port. 2. Choose **Options>SCR Service** and enter password. 3. Click on tab **Licensing** to check the valid license number. 4. Check the license number. - If the license number corresponds with the correct license number AND the dongle is connected to the parallel port, the dongle has to be replaced (*see below*). - If no license number or if incorrect license number is displayed AND the dongle is connected to the parallel port, continue with step 6. 5. In the **Feature** text field, type MBC-SCR-1. 6. In the **Generation** text field, type 3.0. 7. In the **License** text field, enter correct license number. 8. Click **Check** button to validate the license.
	If the dongle is to be replaced, the spare part order must be coordinated with CS HSC 1. The defective dongle is to be returned to CS HSC 1 as a Q part. Call CS HSC 1 to get a temporary (valid for 4 weeks) dongle-free license. Validate the temporary license according to the procedure described above. A permanent license will be delivered with the replacement dongle.

The computer does not boot from hard disk

Possible cause	Solution
Incorrect BIOS settings	Enter BIOS and set correct boot sequence. See MammoReport^{Plus} Installation and Start-up instructions, SPB7-420.814.20... .

Blinking LED (3rd LED from right)

Possible cause	Solution
If system detects an error e.g. memory error, keyboard not found etc.	Look into BIOS Advanced Event.log

The computer does not start

Possible cause	Solution
Power failure	Check power supply.
	Unplug the mains cable from the wall socket. Re-connect the main cable and power-on the computer.

The MammoReport^{Plus} software does not behave properly

Possible cause	Solution
Software is not running	Check harddisk space and RAM
No Login as user "service" possible	Restart the computer
Software malfunction	1. If possible, check all settings in software according to MammoReport^{Plus} Installation and Start-up instructions, SPB7-420.814.20... 2. Reinstall software via the two recovery CDs, see MammoReport^{Plus} Installation and Start-up instructions, SPB7-420.814.20... 3. Coordinate replacement of workstation with HSC.

⚠WARNING **When reinstalling the software, all report data will be lost.**

High resolution monitor

Monitor displays no image

Possible cause	Solution
Power failure	Check cables.
Monitor failure	Check cables. Replace monitor. The new monitor has to be calibrated. On how to calibrate monitors, see Calibration of Monitors, SPB7-420.820.20...

Information messages

DICOM Tab (SCR-Service)

Tab. 1 below shows all information messages for user group *Service* that can occur during operation of the MammoReport^{Plus} workstation.

Information message	Possible cause and action to take
Address range between 0- 255.	Message appears in the DICOM Setup dialog if the user has filled in an IP address outside the address range.
All fields must contain data.	Message appears in the DICOM Setup dialog if the user has not filled out all fields.
At least one SCR-System must be registered.	Message appears in the DICOM Setup dialog if the user wants to delete the only registered entity type SCR-System from the list.
Do you want to delete this DICOM entity?	Message appears in the DICOM Setup dialog if the user wants to delete a selected DICOM entity from the list. Click OK to delete entity.
Do you want to delete this DICOM printer?	Message appears in the DICOM Setup dialog if the user wants to delete a selected DICOM printer from the list. Click OK to delete entity
Echo successful.	Message appears in the DICOM Setup dialog if the user selects a DICOM entity, clicks the Echo button, and echo is successful.
Please select a medium size first.	Message appears in the DICOM Printer dialog when no medium size is specified. Specify medium size and try again
Port range between 1- 65535.	Message appears in the DICOM Setup dialog if the user has filled in a port number outside the port range.
Printer must have at least one printer type.	Message appears in the DICOM Printer dialog when no printer type is specified. Specify printer type.
The selected printer type is in use and cannot be deleted.	Message appears in the DICOM Printer dialog when printer type is tried to be deleted while still being in use. Wait until printer is not in use anymore and try again.

Tab. 1 Information messages

Error messages

Tab. 2 shows error messages for user group *Service* that can occur during operation of the MammoReport^{Plus} workstation.

Error message	Possible cause and action to take
Cannot open association to XXX...	Error Message appears in the DICOM Setup dialog if the user “Service” clicks the Echo button, but Echo was not successful.
Feature invalid.	Error Message appears in the Licensing Window if the Check button is clicked, but a non valid feature is filled in. Fill in the correct feature and click the Check button again.
Generation invalid. Must be a floating point number, with no letter (e. g. 1.0).	Error Message appears in the Licensing Window if the Check button is clicked, but a non valid generation number is filled in. Fill in the correct generation and click the Check button again.
License invalid.	Error Message appears in the Licensing Window if the Check button is clicked, but a non valid license number is filled in. Fill in the correct license number and click the Check button again.
Request failed. Check entity parameters	Error Message appears in the DICOM Setup dialog if the user “Service” clicks the Echo button, but Echo was not successful.
The given data does not belong to a valid license on this SCR workstation. The license module returned the following error code and the message...	Error Message appears in the Licensing Window when the licenser module encounters an error which is specified in the message.

Tab. 2 Error messages

Startup messages

The error messages listed in Tab. 3 are of confirmational/informational kind. Once the user clicks the **OK**- or **YES**-button, the dialog box disappears and **WatchDog** takes action (e. g. stops and starts processes).

Box label / Message	Source of error
Internal ERROR! / Internal ERROR! + error message. Please contact service.	Print error
EXCEPTION! / WARNING! + error message.	Print error
SCP:Initialize of IPCManager failed!!!	SCP.exe
SCP-Initializer: Initialization failed! (No reply)	SCP.exe
SCP-Initializer: Initialization failed!	SCP.exe
SCU:Initialize of IPCManager failed!!!	SCU.exe
SCU-Initializer: Initialization failed! (No reply)	SCU.exe
SCU-Initializer: Initialization failed!	SCU.exe

Tab. 3 Error messages on startup

Errors may occur while starting the SCR software when a database has been restored or a new database has been set up before (with CreateDatabase.bat or Restore.bat). The database errors are displayed in the window that shows the upgrade steps and may have various reasons. They are shown in Tab. 4. More information may be found in the corresponding DBUpgrader.log (to be found in C:\syngo\Log\MBCLog).

Error message
Database conversion failed
Database version upgrade failed.
Database conversion preparation failed for upgrade step.
No conversion object found for database version.
Current database version is newer than software.
Illegal database version.
Database conversion preparation failed.

Tab. 4 Database error messages on startup

Error messages using database tools

The error messages listed in Tab. 5 may occur when using the database tools from C:\MBCSRC\SQLScripts. The messages are displayed while executing the corresponding batch file from the windows console and can be found in the corresponding log file in the .\log directory. Note that these tools shall only be used as OS administrator.

Error message	Possible cause and action to take
Cannot drop the database 'faroer' because it is currently in use. *(DropDatabase.bat)*	You might have the MSDE Manager open. Close all instances that access your database and restart DropDatabase.bat.
Login failed for user 'sa'. *(DropDatabase.bat)*	You have entered the wrong password. Restart DropDatabase.bat.
Database 'faroer' already exists. *(CreateDatabase.bat)*	The tables were already created. Setup new database.
Violation of PRIMARY KEY constraint '...'. Cannot insert duplicate key in object 'usergroup'. The statement has been terminated. *(ImportEntitiesUserRights.bat, ImportDemoPatients.bat or UpdateMediumTypePrinter.bat)*	The data were already in the database, e.g. the script was run twice - or all other steps were not performed correctly. Set up new database
Cannot open backup device 'FaroerDump'. Device error or device off-line. See the SQL Server error log for more details.*(Backup.bat)*	Make sure that no connection to database is open, e.g. close the MSDE Manager and rerun the batch.
The file on device 'FaroerDump' is not a valid Microsoft Tape Format backup set.	Backup file is invalid.

Tab. 5 Error messages using database tools

Risks that are related to syngo are described in the table below.

Risk	Description
Archiving & Networking causes assertion during export to offline in a special configuration	This nonconformity occurs only if an offline path is configured for a write-protected drive in the service software.
Security Missing entries in Audit Trail log	Contrary to the specification the following actions are not reported to audit trail log: -Change of time or NTP Time Server -Changing host of an AET node -Changing a DICOM Service of an AET Node -Changing the settings of Print Devices -Changing of Offline Devices -Changing Directories -Changing configuration of Audit Trail options
Filming and Hardcopy Garbage in the exchange board if job is exposed to a stopped camera.	Exposing filmsheets to a camera, that is in status "Not ready" might lead to significant garbage on the Exchange Board. If the exchange board is full, the user will be notified during "copy to filmsheet" actions. The garbage can only be removed by the service technician.
Service Modify existing hardcopy device is not possible - Save Button doesn't appears	It is not possible to modify an existing hardcopy device in Step 3 of Local Service. The Save Button doesn't appear. Workaround: Remove hardcopy device form the list of configured devices and re-configure.
Wrong Usage of syngo Platform	syngo shall always run in a validated environment. Operating system maintenance and security updates, modules and programs, which are not released shall not be loaded and used without the written authorization by SW or prior validation by you. syngo shall only be used in secure and load adapted network environments as your data security procedure spell out. Using syngo directly on a public network without firewalls or other means of separation may result in behavior not expected by the customer.

Tab. 1 Information messages

Change of camera configuration files	The syngo delivery provides a set of camera configuration files defined and released by the business units CO of Siemens Medical Solutions. Modification/Updates for qualified cameras can be performed by technical service at a site. He/She should be aware about his/her responsibility and about possible consequences.

Tab. 1 Information messages

Chapter	Page	Changes
		initial version

This page intentionally left blank.